

MiScorecard Performance Summary

Agency: MIOSHA
Director Martha Yoder
Period: April 2012

SCORECARD

Legend:

| | |
|--------|--------------------------|
| Green | 90% or greater of target |
| Yellow | >=75% to <90% of target |
| Red | less than 75% of target |
| White | not applicable |

| Metric | Status | Trend | Target | Current | Previous | Frequency | Metric Definition |
|--|--------|-------|--------|---------|----------|-----------|--|
| MIOSHA | | | | | | | |
| Construction Industry Injury and Illness Rate | Green | ↑ | 2.7 | 2.0 | 1.4 | Annual | Number of Injuries of Illnesses per 100 Workers |
| Manufacturing Industry Injury and Illness Rate | Green | ↑ | 6.3 | 5.9 | 5.5 | Annual | Number of Injuries or Illnesses per 100 Workers |
| MIOSHA | Yellow | ↑ | 1,200 | 1,022 | 985 | Quarterly | Consultation and enforcement visits in high hazardous industries |
| Safety and Health Hazards | Green | ↓ | 3,482 | 3,497 | 3,634 | Quarterly | Number corrected after Consultation or Enforcement |
| Response to Employee Complaints | Green | ↓ | 95% | 99.2% | 100.0% | Quarterly | Percent Completed within 10 Business Days |
| MIOSHA | Green | ↓ | 95% | 98.0% | 99.0% | Annual | Customer service rated "useful" (#cards/% useful) |
| MIOSHA | Green | ↑ | 1,600 | 2,628 | 2,600 | Annual | Participants successfully completed MIOSHA Training Institute |
| Wage & Hour Claims | Green | ↓ | 75% | 76.3% | 77.2% | Monthly | Cumulative number of claims resolved informally |
| Wage & Hour Claims | Yellow | ↓ | 75% | 60.3% | 61.7% | Monthly | Cumulative number of claims resolved within 90 days |
| Wage & Hour Claims | Green | ↑ | 23 | 28 | 27 | Monthly | Number of claims resolved per month per investigator |